



System Performance Measures (SPM) and Annual Performance Report (APR)

Data Clean Up Project Overview

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Presenter

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Agenda

- Purpose of the data review and clean up
- SPM and APR Data Connections
- Four data measures of focus
- Outreach list format and usage
- HMIS Data Coordinator (HDC) expectations
- Data Quality Management Plan and Resource Guide
- Timeline of events
- Available resources and contacts for assistance
- Q & A

Data Clean Up Purpose

- **Why is the data clean up important?**
 - HUD evaluates program efficacy based on the annual SPM scores
 - This evaluation is statewide and all HMIS data affects the scores
 - Program funding and resources are reliant on positive scores
 - HMIS data that end users input daily is used to produce the reports
 - It is imperative that all data entered in HMIS is accurate, complete, and timely
 - The CT HMIS Data Quality Management Plan provides more detailed information on data quality guidelines
 - <https://cceh.org/wp-content/uploads/2021/10/CT-HMIS-2021-Data-Quality-Management-Plan.pdf>

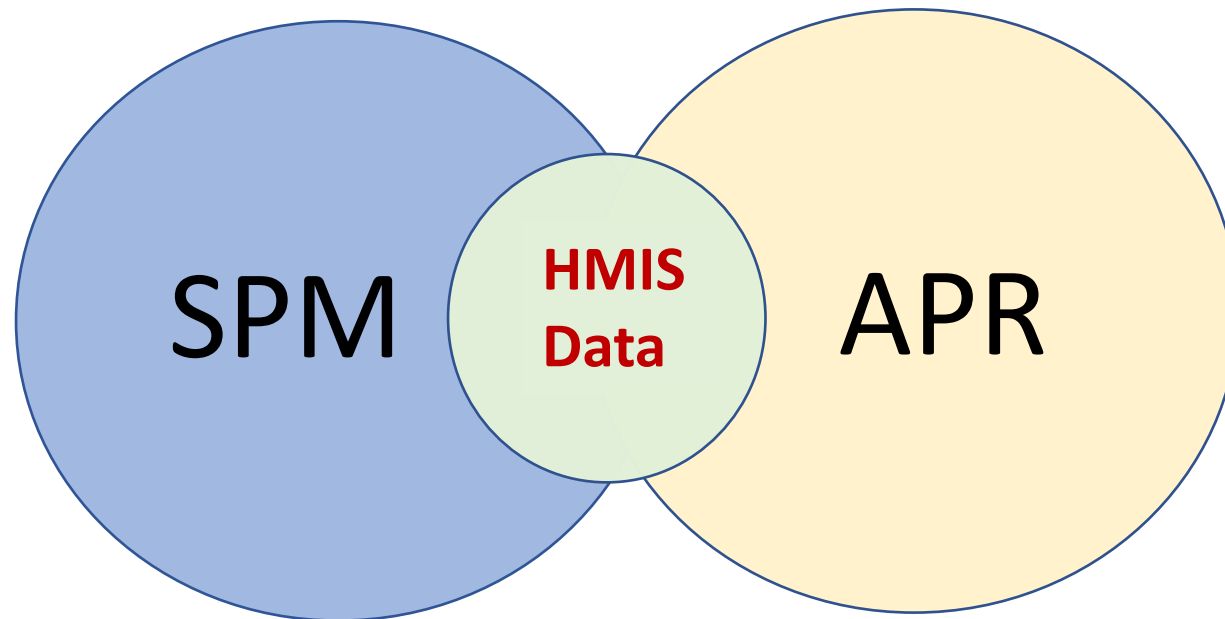
What is different this year?

- Last year we focused on clean up based on SPM metrics
 - Specific metrics were selected for review
- This year we are focused on APR measures related to SPM metrics
 - Providers can monitor data quality by using the APRs
 - This still provides the necessary data clean up for SPM metrics
 - Helps providers learn how to use the APR for data quality monitoring

Connecting the Data Dots

The SPM data from HMIS is used by HUD to determine how effectively our programs are serving the homeless population

The APR is the tool providers should use to check the accuracy of the data entered into HMIS that feeds all other reports



Data Quality Connection

7 SPM Metrics

1. Length of Time Homeless
2. Returns to Homelessness
3. Total Clients Experiencing Homelessness
4. Employment and Income Growth
5. Newly Homeless
6. Returns after Housing Placements
7. Housing Placements

APR Data Quality

1. Enrollment Start and End Dates
2. Clients Returning to Your Program
3. Monitor Program Population Changes
4. Enter and Update Income Regularly
5. Number of New Clients To Your Program
6. Accurate Exit Destinations
7. Accurate Housing Exit Destinations

Four Measures of Focus

Length of Stay

- How long clients are in our system
 - Enrollment start and end dates

Length of time clients have been homeless

- Approximate Date Homelessness Started

Successful placements to permanent housing

- Exit Destination

Quickly moving clients into stable housing

- Move-in Date

Outreach List Format and Usage

- Lists will go to all HDCs
- Programs with data issues will be identified
- HDCs will be able to filter for programs their agency operates and review the client records indicated
 - Lists will include client ID and all pertinent information

Program Name	List	Enrollment ID	Family ID	Enrollment Begin	Enrollment End	Leaver Stayer	Stay Length	Exit Destination (HUD Program - Latest)	Date Started On Streets	Move in Date (HUD Program - Latest)	Length to Move In (BeginDate - Move in Date)	Length to Move In 3.917 (Date Started on Streets - Move in Date/Begin Date)	Move In Info PSH RRH	Relation To HoH
Veterans Inc.- New Britain	BOS TH SH	403509	17285	8/24/18	12/31/99	Stayer	1133	N/A	7/6/2018			49		Self
Open Hearth Association - Emergency Shelter (ES)(IND)(DOH)	BOS ES	516314	60102	11/16/20	12/31/99	Stayer	319	N/A	7/7/2020			132		Self
RNP - Prospect House (UMI Supportive) (THP) Popular St. (DMHAS)	ODFC TH SH	412771	137608	8/16/18	12/31/99	Stayer	1141	N/A						Self
Veterans Inc.- New Britain	BOS TH SH	402931	144666	7/13/18	12/31/99	Stayer	1175	N/A	6/16/2018			27		Self

Data Issue Examples

- Client has overlapping open enrollments

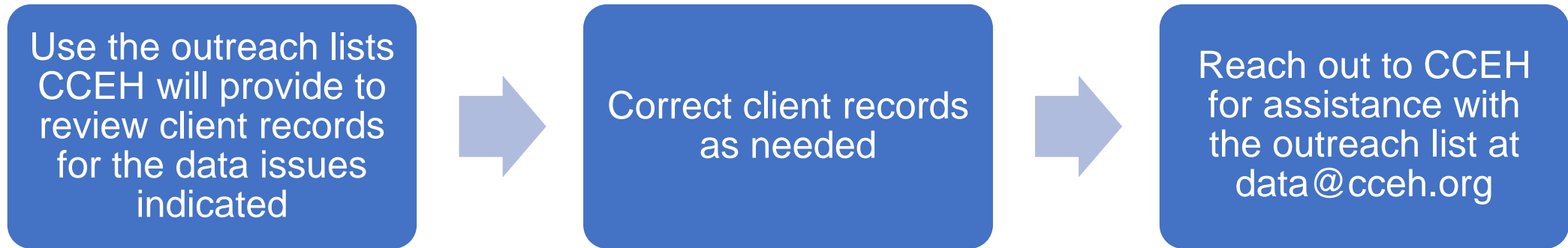
Status	Project Assigned Case Mgr	Project Start- Exit Dates
⚙️ Exited From Program	Columbus House Outreach Contact - New Haven (SSO)	7/20/2021 - 7/20/2021
⚙️ Enrolled In Program	CHI-ESMS Covid Hotel/Motel (CV)(ES)	7/1/2021 - Open
⚙️ Enrolled In Program	ESMS Covid Hotel/Motel (CV)(ES)	3/31/2021 - Open

- Client has an open enrollment as of 3/19/2020 but has another enrollment opened 06/02/2020 and closed 07/31/2020

Open Enrollments (2)			
ProgramName	BeginDate	EnrollmentID	
ESMS Covid Hotel/Motel (CV)(ES)	03/19/2020	526748	

Closed Enrollments (Last 3) (3)			
ProgramName	BeginDate	EndDate	EnrollmentID
Liberty Consolidated Rapid Rehousing (RRH)(CT0282)	06/02/2020	07/31/2020	492631

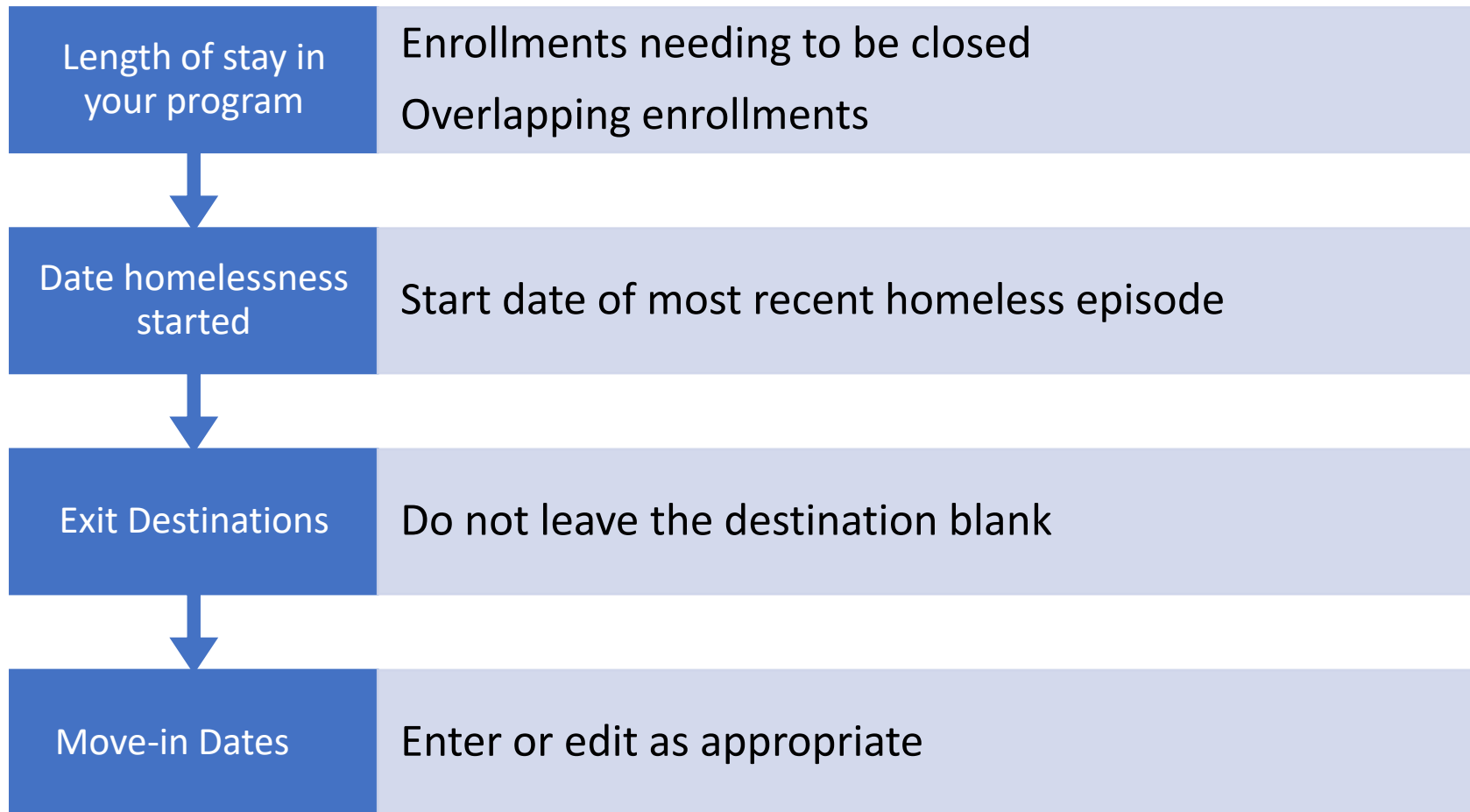
HDC Expectations



- Continue to review data quality using the APR year-round
 - Best practice is to run the APR monthly to review data quality
 - Prevents backlog of data issues for review

Best Practice

Check for all four measures when reviewing each client record



Correcting Data Issues

- Each outreach list will include corrective action guidelines
 - Due dates for completing outreach list review and data clean up
 - Step by step instructions on how to correct data errors
- If additional help is needed:
 - Contact data@cceh.org
 - Please include “SPM/APR Clean-Up” in the subject line
 - If needed, CCEH will submit a ticket to the Nutmeg Help Desk and cc the requestor

Maintaining Data Quality

CT HMIS Data Quality Management Plan

- Role of all agencies and supporting partners
- Data Quality expectations and guidelines

- The plan reiterates the importance of using the APR regularly to assure data quality
 - <https://cceh.org/wp-content/uploads/2021/10/CT-HMIS-2021-Data-Quality-Management-Plan.pdf>

A Resource Guide is available to provide data entry support

- Contains direct links to resources and instructions for data issue correction



Timeline of Events

- Instructions and corrective action guides will be included with the outreach lists
 - If the timeline dates need to be adjusted the HDCs will be notified
- Webinars will be recorded and available at
 - <https://cceh.org/data-quality/>
- Contact data@cceh.org for assistance and questions

Date	Event
Week of 10/25/2021	First outreach lists will be delivered to HDCs
10/28/2021	Webinar on correcting length of stay issues
10/29/2021	Providers begin data clean up
11/4/2021	Webinar on correcting the date homelessness started and exit destination data issues
11/9/2021	Webinar on correcting move-in date and exit destination data issues
11/24/2021	Deadline to complete all data clean up
12/20/2021	Second outreach lists will be delivered for data issues still outstanding

Contact

- For any questions about the data clean up process
 - Outreach lists
 - Due dates
 - Correcting errors
 - Send an email to CCEH with “SPM/APR Clean-Up” in the subject line
 - data@cceh.org

Resources

SPM/APR Clean Up Guides

- [Date Homelessness Started Clean Up Guide](#)
- [Emergency Shelter Length of Stay Clean Up Guide](#)
- [PSH RRH Housing Move In Date Clean Up Guide](#)
- [TH SH Length of Stay Clean Up Guide](#)

How to Run the APR

- [Video guidance for 2020 APR](#)
- [How to Run an APR Report](#)

CT HMIS Data Quality Management Plan

- <https://cceh.org/wp-content/uploads/2021/10/CT-HMIS-2021-Data-Quality-Management-Plan.pdf>

Questions?

